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May 11, 2010

The Honorable Jocelyn Boyd  
Interim Chief Clerk of the Commission  
Public Service Commission of South Carolina  
Post Office Drawer 11649  
Columbia, South Carolina 29211

Re: Docket No. 2001-209-C - Application of BellSouth Telecommunications, Inc. to  
Provide in-Region InterLATA Services Pursuant to Section 271 of the  
Telecommunications Act of 1996

Dear Ms. Boyd:

In November 2009, AT&T implemented certain system changes in the Southeast region. Specifically, AT&T introduced a new Electronic Bonding Trouble Administration ("EBTA") System for maintenance and repair functions to replace the functionality of the Electronic Communications Trouble Administration ("ECTA") system, which was retired on April 15, 2010. Interested parties, including competitive local exchange carriers ("CLECs"), have been advised of this change through standard CLEC communications, including monthly Change Control Process ("CCP") meetings and the following Accessible Letters ("ALs"): CLECSES09-084 (dated November 9, 2009) and related letters (CLECSES09-054, CLECSES08-069, CLECSES08-045, CLECSES08-022, CLECALLS08-012, CLECSES07-025, CLECSES07-015, and CNL-SN91087018). The ALs are available for review at the following web site: <https://clec.att.com/clec/acclatters/home.cfm?curMonth=yes>

In addition to the administrative changes associated with the introduction of the EBTA interface, AT&T previously had stricken a footnote in the OSS Table 2 in Appendix C of the Service Quality Measurement Plan ("SQM Plan") indicating eRepair was to have replaced ECTA, but AT&T abandoned the implementation of eRepair; however, AT&T neglected at that time to correct OSS Table 2 of Appendix C: OSS Interface Tables by deleting WHLS eRepair. As a result, reference to eRepair is being removed. Also, in an earlier release, the Local Access Service Request (LASR) system replaced the Local Exchange Ordering (LEO) system and AT&T neglected to remove references to LEO in the ordering metric O-3 (Percent Flow-Through Service Requests) as well as in the glossary. Accordingly, all references to LEO are being removed.

The Honorable Jocelyn Boyd  
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Although the above modifications do not substantively change the SQM Plan, the SQM Plan documentation must be updated to accurately reflect the addition of the new EBTA interface as well as removal of all references to LEO and eRepair. Accordingly, AT&T has made minor, administrative updates to the SQM Plan documentation. For the Commission's convenience, a red-lined version of the pages of the SQM Plan which have been updated are included in this filing. The updated SQM Plan is available for review at the following website: <http://pmap.wholesale.att.com/content/documentation.aspx>

It is important to note that from a performance measurement perspective, the addition of the EBTA interface will have ***no impact*** on the calculation of the OSS measures currently contained in the SQM Plan. That is, AT&T will continue to report the availability of access to the systems as part of the SQM measure known as OSS-2 [IA]: OSS Interface Availability, and will continue to report interface outages as part of the SQM measure known as CM-5 [ION]: Notification of CLEC Interface Outages. The method of calculation for the OSS-2 and CM-5 metrics will not change and the results will continue to be reported on a monthly basis.

Sincerely,



Patrick W. Turner

PWT/nml  
Enclosure  
cc: All parties of record  
811537

# **BellSouth Service Quality Measurement Plan (SQM)**

**South Carolina Performance Metrics**

**Measurement Descriptions  
Version 2.0405**

**Effective Date: ~~November 14, 2009~~April 15, 2010**

**Note: This version (2.0405) of the South Carolina SQM complies with the order issued by the South Carolina Public Service Commission (SCPSC) in Docket No. No. 2004-316-C on March 10, 2006. The reason for this version is to reflect the OSS architecture changes implemented on ~~November 14, 2009~~April 15, 2010.**

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## Introduction

BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's wholesale customers. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)<sup>1</sup>. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. This specific SQM is based on Order No. 2006-136 in SCPSC Docket No. 2004-316-C dated March 10, 2006 and modifications resulting from the implementation of OSS architecture changes on April 19, 2008, July 18, 2009, and November 14, 2009, and April 15, 2010.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets develop and the processes stabilize. The measurements will be changed to reflect the dynamic changes described above and to correct errors, respond to 3<sup>rd</sup> Party audits, Orders of the SCPSC, FCC and the appropriate Courts of Law.

This document is intended for use by someone with knowledge of the telecommunications industry, information technologies and a functional knowledge of the subject areas covered by BellSouth Performance Measurements and the reports that flow from them.

## Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's PMAP website (<http://pmap.bellsouth.com>) by 8:00 AM EST on the 21st day of each month or the first business day after the 21st. The validated SQM reports will be posted by 8:00 AM on the last day of the month or the first business day after the last day of the month.

For details on SEEM, please refer to the SEEM Administrative Plan.

BellSouth shall retain the performance measurement Supporting Data Files (SDF) for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. Instructions for replicating the reports in the SQM are contained in the Supporting Data User Manual (SDUM). The SDUM is available on the PMAP website and is automatically provided with each SDF download.

## Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the website. The State/Federal Commissions have been given access to the website.

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<sup>1</sup> *Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.*

## O-3 [FT]: Percent Flow-Through Service Requests

### Definition

The percentage of Local Service Requests (LSRs) and Local Number Portability LSRs submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

### Exclusions

- Fatal Rejects
- Auto Clarification
- Planned Manual Fallout
- CLEC System Fallout
- Test Transactions/Records
- LSRs that received a Z Status

### Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) submitted through one of the mechanized ordering interface gateways, that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example: fax and courier) or are not designed to flow through (for example: Planned Manual Fallout).

**Fatal Rejects:** Errors that prevent an LSR, submitted electronically by the CLEC, from being processed initially. When an LSR is submitted by a CLEC, source systems will perform basic edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, source systems will reject the LSR and the CLEC will receive a Fatal Reject.

**Auto-Clarification:** Clarifications that are mechanically returned to the CLEC due to invalid data entry within the LSR. Edits contained within the source systems will perform data validity checks to ensure the data within the LSR is complete and accurate. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXX requested, the CLEC will receive an Auto-Clarification.

**Planned Manual Fallout\*:** Fallout that occurs by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, the source systems will determine if the LSR should be forwarded to LCSC for manual handling.

\*See LSR Flow-Through Matrix on BellSouth's PMAP website (<http://pmap.bellsouth.com>) in the Documentation/Exhibits folder for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through

**Total System Fallout:** Errors that require manual review by the LCSC to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is due to BellSouth system functionality, the LCSC representative will correct the error and the LSR will continue to be processed.

**Z Status:** LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

### Calculation

**Percent Flow Through** =  $a / [b - (c + d + e + f)] \times 100$

- a = The total number of LSRs that flow through the source systems and reach a status for a FOC to be issued
- b = The number of LSRs that passed the basic system edits and are accepted for further service order processing
- c = The number of LSRs that fallout for planned manual processing
- d = The number of LSRs that are returned to the CLEC for auto clarification
- e = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC data entry error
- f = The number of LSRs that receive a Z status

**Percent Achieved Flow Through** =  $a / [b - (c + d + e)] \times 100$

- a = The number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = The number of LSRs passed from LESOG/LAUTO to LEC/LASR/LNP Gateway to LESOG/LAUTO
- c = The number of LSRs that are returned to the CLEC for auto clarification
- d = The number of LSRs that are returned to the CLEC from the LCSC due to CLEC clarification
- e = The number of LSRs that receive Z status

### Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope  
Region

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM/SEEM Analog/Benchmark

- Residence.....Benchmark: 95%
- Business.....Benchmark: 90%
- UNE-L (includes UNE-L with LNP).....Benchmark: 85%
- LNP.....Benchmark: 95%

### SEEM Measure

SEEM	Tier I	Tier II
Yes.....	X.....	X.....

#### Notes:

- The Flow-Through Error Analysis will be posted with the Flow-Through report. The Flow-Through Error Analysis provides an analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.
- The CLEC LSR Information, (a.k.a. LSR Detail Report) is available by subscription. A CLEC wishing to receive a copy of their report should submit a feedback form (see link located in the "Resources" section on left side of PMAP website). Enter the name of the report in the Comments section.

## CM-5 [ION]: Notification of CLEC Interface Outages

### Definition

This report measures the time it takes BellSouth to notify the CLECs of an interface outage as defined by the Change Control Process (CCP) documentation.

### Exclusions

None

### Business Rules

BellSouth has 15 minutes to notify the CLECs via email, once the Help Desk has verified the existence of an outage. An outage is verified to exist when one or more of the following conditions occur:

1. BellSouth can duplicate a CLEC reported system error.
2. BellSouth finds an error message within the error log that identically matches a CLEC reported system outage.
3. When three or more CLECs report the identical type of outage.
4. BellSouth detects a problem due to the loss of functionality for users of a system.

The 15-minute interval begins once a CLEC reported outage or a BellSouth detected outage has lasted for 20 minutes and has been verified. If the outage is not verified within 20 minutes, the interval begins at the point of verification.

### Calculation

**Notification of CLEC Interface Outages** =  $(a / b) \times 100$

- a = Number of interface outages where CLECs are notified within 15 minutes
- b = Total number of interface outages

### Report Structure

- CLEC Aggregate
- Geographic Scope  
Region

### SQM Disaggregation - Analog/Benchmark

#### SQM Level of Disaggregation

#### SQM Analog/Benchmark

- By interface type for all interfaces accessed by CLECs .....97% <= 15 Minutes

Interface	Applicable to
EDI .....	CLEC
CSOTS.....	CLEC
LENS .....	CLEC
LEX.....	CLEC
Verigate.....	CLEC
XML Gateway.....	CLEC
TAG.....	CLEC
ECTAEBTA .....	CLEC
TAFI.....	CLEC/BellSouth

**SEEM Measure**

SEEM	Tier I	Tier II
No .....		



## Appendix A: Glossary of Acronyms and Terms

### Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

≤

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

≥

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

### A

#### ACD

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

#### Aggregate

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

#### ALEC

Alternative Local Exchange Company – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

#### ADSL

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.

#### ASR

Access Service Request - A request for access service terminating delivery of carrier traffic into a local exchange carrier's network.

#### ATLAS

Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

**Auto Clarification**

A LSR that was electronically rejected from LESOG and electronically returned to the CLEC for correction.

**B**

**BILLING**

The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

**BOCRIS**

Business Office Customer Record Information System (Front-end to the CRIS database) – System used to maintain customer account information which includes, but is not limited to bills, payment history, and memo notations made during customer contact.

**BRI**

Basic Rate ISDN – This product offering is a two-way line side digital port on a two-wire digital loop. The two-wire digital loop is a dedicated digital transmission facility.

**BRC**

Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

**C**

**CABS**

Carrier Access Billing System – The BellSouth proprietary corporate database and billing system for access and certain UNE customers and/or services.

**CCC**

Coordinated Customer Conversions – A simultaneous coordination between the disconnection of existing service and the reconnection of the new service.

**CCP OSS (Change Management)**

Change Control Process OSS – The Change Control Process (CCP) methods and procedures, a collaborative documented process, used by BellSouth and the CLECs to initiate OSS changes to BellSouth pre-ordering, ordering, and provisioning interfaces. The process includes change requests, CLEC prioritization, release management, defect management, etc.

**CCP SQM**

Change Control Process SQM – The methods and procedures used by BellSouth to implement changes to performance metrics that have been ordered by a state regulatory commission. This process is documented in the PMQAP.

**Centrex**

A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

**CISC**

Carrier Interconnection Switching Center – Formerly known as the LISC, the BellSouth Center dedicated to handling CLEC access service requests for interconnection trunks.

**CKTID**

Circuit Identifier - A unique identifier for elements combined in a service configuration.

**CLEC**

Competitive Local Exchange Carrier – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

**CLP**

Competitive Local Provider – A BellSouth wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

**CMDS**

Centralized Message Distribution System - National system used to transfer specially formatted messages among companies.

**CM OSS**

Change Management OSS - See CCP OSS for definition.

**CM SQM**

Change Management SQM - See CCP SQM for definition.

**COFFI**

Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI indicates all services available to a customer.

**COG**

Corporate Gateway – System designed for the electronic submission of xDSL Local Service Requests.

**CRIS**

Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and/or services.

**CRSG**

Complex Resale Support Group - The group within BellSouth which serves as the interface between the LCSC and the outside plant engineering group. The responsibility of this organization is to provide the parameters for the type of facilities available to provision the service the CLEC has selected.

**C-SOTS**

CLEC Service Order Tracking System – Provides CLECs the ability to query the service order database to monitor the progress of CLEC service order activity from service order issuance to order completion.

**CSR**

Customer Service Record – A record of the customer/end-user information including detail about the services and physical address of the end-user.

**CTTG**

Common Transport Trunk Group - Trunk groups between BellSouth, Independent end offices, and the BellSouth access tandems.

**CWINS Center**

Customer Wholesale Interconnection Network Services Center (formerly the UNE Center) – This center provides CLECs with provisioning and maintenance for designed and non-designed local service.

**D**

**Design**

Design Service is defined as any special or plain old telephone service order which requires BellSouth design engineering activities.

**Disposition & Cause**

Types of trouble conditions, (e.g., No Trouble Found (NTF), Central Office Equipment (CO), Customer Premises Equipment (CPE), etc.) – These codes identify the location, equipment and/or disposition of a particular trouble. Trouble reports will be closed to the most service affecting code which describes the trouble condition repaired.

**DS0**

The worldwide standard speed for one digital voice signal (64,000 bps).

**DSI**

24 DS0s (1.544Mb/sec.)

**DOE**

Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth service representatives to input service orders in BellSouth format.

**DOM**

Delivery Order Manager – Determines the needed processing steps for the service request. It then forwards the request on to each required system, in sequence, checking for errors and accuracy.

**DSAP**

DOE (Direct Order Entry) Support Application - A BellSouth system which assists a service representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

**DSL**

Digital Subscriber Line – Allows customers to provide simultaneous two-way transmission of digital signals at speeds of 256 kbps via a two-wire local channel.

**DUI**

Database Update Information – A functional area measuring the timeliness and accuracy of database updates.

**E**

**EBTA**

Electronic Bonding Trouble Administration – A trouble administration system to perform maintenance and repair functions such as creating trouble tickets, performing mechanized loop tests, and retrieving trouble ticket status.

**EDI**

Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

**Enhanced Verigate**

An online Web-based system which provides CLECs electronic access to pre-order information.

**ESSX**

BellSouth Centrex Service – A central office housed communications system that provides the customer with direct inward and outward dialing, interconnection to all stations, and custom calling features.

**F**

**Fatal Reject**

LSRs electronically rejected from ~~LEO~~LASR because the required fields are not correctly populated.

**Flow-Through**

In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

**FOC**

Firm Order Confirmation - A notification returned to the CLEC confirming the LSR has been received and accepted, including the specified commitment date.

**FX**

Foreign Exchange – A network-provided service in which a telephone in a given local exchange area is connected, via a private line, to a central office in another exchange.

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**G H**

**HDSL**

High Bit Digital Subscriber Line – A dedicated digital transmission facility from BellSouth's Main Distribution Frame (MDF) to an end user's premises.

**I J K**

**ILEC**

Incumbent Local Exchange Carrier – Regional Bell Operating Company (RBOC)

**INP**

Interim Number Portability – When the customer is originally provided service by an ILEC and decides to change service to a CLEC, the customer may retain their ILEC telephone number. Calls to the ILEC number are rerouted to the CLEC using either the Remote Call Forwarding feature or over a dedicated trunk group from the ILEC switch to the CLEC

**ISDN**

Integrated Services Digital Network – An integrated digital network in which the same time-division switches and digital transmission paths are used to establish connections for different services. ISDN services include telephone, data, electronic mail, and facsimile.

**L**

**LAN**

Local Area Network – A data communications system that lies within a limited spatial area, has a specific user group, has a specific topology, and is not a public switched telecommunications network, but may be connected to one.

**LASR**

Local Access Service Request-Negotiation system for entry and processing of Local Service Requests. Stores all LSRs received mechanically from the CLECs. Tracks status of request and associated service orders.

**LAUTO**

The automatic processor in LNP Gateway that validates LSRs and issues service orders.

**LCSC**

Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs and preordering transactions, along with associated expedite requests and escalations.

**Legacy System**

Term used to refer to BellSouth Operations Support Systems.

**LENS**

Local Exchange Navigation System - The BellSouth application developed to provide both preordering and ordering electronic interface functions for CLECs.

**LERG**

Local Exchange Routing Guide – The official document which lists all North American Class 5 office (COs or end offices) and which describes their relationship to Class 4 office (tandem offices). Carriers use the LERG in the network design process.

**LESOG**

Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of ~~LEO~~ LASR and enters the service order into the Service Order Control System using terminal emulation technology.

**LEX**

Local Service Request Exchange (LEX) System – An AT&T browser based application for online creation, submittal, and maintenance of Local Service Requests (LSRs).

**LFACS**

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Loop Facilities Assignment and Control System - Database of facilities inventory and assignment information.

**LIDB**

Line Information Database – Contains information about the user's calling card and other billing data.

**LMOS**

Loop Maintenance Operations System - A BellSouth operations system that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

**LMOS HOST**

Loop Maintenance Operations System Host Computer

**LMU**

Loop Make-up - The physical characteristics of the loop facilities, starting at an ILEC's central office and ending at the serving distribution terminal.

**LMUSI**

Loop Make-up Service Inquiry – The form submitted by the CLEC to obtain the loop make-up information.

**LNP**

Local Number Portability - In the context of this document, the capability for a subscriber to retain their current telephone number as they transfer to a different local service provider.

**LNP Gateway**

Local Number Portability (gateway) - A system that provides both internal and external communications with various interfaces and processes including:

- (1) Linking BellSouth to the Number Portability Administration Center (NPAC).
- (2) Allowing for inter-company communications between BellSouth and the CLECs for electronic ordering.
- (3) Providing interface between NPAC and AIN SMS for LNP routing processes.

**Loops**

Transmission paths from the central office to the customer premises.

**LRN**

Location Routing Number – A 10-digit number which routes calls to the appropriate end-user's ported telephone number.

**LSR**

Local Service Request – A request from a CLEC for local resale service or unbundled network elements.

**M**

**Maintenance & Repair**

The process and function by which trouble reports are sent to BellSouth and the related service problems are resolved.

**MARCH**

BellSouth Operations System which accepts service orders and other data, interprets the coding contained in the service order image, and constructs the specific switching system recent change command messages for input into end office switches.

**N**

**NBR**

New Business Request - Process required by BellSouth for CLECs to initiate a service, which is not included within its interconnection agreement.

**NC**

No Circuits - All circuits busy announcement.

**NMLI**

Native Mode LAN Interconnection – An intraLATA, shared fiber-based, LAN inter-networking service.

**NPA**

Numbering Plan Area – Area Code portion of a telephone number.

**NXX**

The exchange portion of a telephone number. The first three digits in a local telephone number which identify the specific telephone company central office serving that number.

**O**

**OBF**

Ordering and Billing Forum Adapter-Provides gateway between EDI/COBRA/Verigate and the various BIS systems to retrieve pre-order data from legacy systems.

**Ordering**

The process and functions where resale services or unbundled network elements are ordered from BellSouth, as well as the process by which an LSR or ASR is placed with BellSouth

**Ordering Interface Gateways**

Gateways for CLECs to submit LSRs electronically

**Order Types**

The following order types are used in this document:

- (1) T - The “to” portion of a change of address. This Order Type is used to connect main service at a new address when a customer moves from one address to another in any of the nine states within the BellSouth region. A “T” Order Type is always paired with an “F” Order Type which will have the same telephone number following the “F” Order Type Code unless the orders are within different central offices.
- (2) N - Orders establishing a new account. Also, this Order Type Code is occasionally used when changing from one type of system to another, such as when changing from PBX to Centrex.
- (3) C - Order Type used for the following conditions: changes or partial disconnections of service or equipment; change of telephone number, grade or class of main line, additional lines, auxiliary lines, PBX trunks and stations; addition of trunks or lines to existing accounts; move of equipment (other than change of address); temporary suspension and restoration of service at customer’s request.
- (4) R - Order Type used for the following conditions: additions, removals or changes in directory listings; responsibility change orders, addition, removal or changes in directory and billing information; other record corrections where no field work is involved.

**OSPCM**

Outside Plant Contract Management System – Provides scheduling and completion information on outside plant construction activities.

**OSS**

Operations Support System – Multiple support systems and databases which are used to mechanize the flow and performance of work. The term is used to refer to the overall system consisting of complex hardware, computer operating system(s), and applications which are used to provide the support functions.

**Out Of Service**

Customer has no dial tone and cannot call out

**P**

**PMAP**

Performance Measurement Analysis Platform – Provides delivery of performance reports via the web and facilitates analysis of the summary level data.

**PMQAP**

Performance Measurement Quality Assurance Plan – BellSouth Operational Guide which documents the systematic procedures used by BellSouth Telecommunications (BST) to produce accurate and reliable service quality measurement reports.

**PON**

Purchase Order Number – Identifier assigned by the customer originating the service request

**POTS**

Plain Old Telephone Service – A term often used to distinguish basic voice telephone from data and other services.

**PREDICTOR**

BellSouth system used to administer proactive maintenance and rehabilitation activities on outside plant facilities.

**Preordering**

The process and functions by which information is obtained, verified, or validated prior to placing a service request.

**PRI**

Primary Rate ISDN – An integrated services digital network interface standard designated as having 23B+D channels

**Provisioning**

The process and functions where necessary work is performed to activate a service requested via a LSR/ASR

**Q R**

**RRC**

Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers

**RSAG**

Regional Street Address Guide - The BellSouth database which contains street addresses that have been validated for accuracy with state and local government records

**RSAGADDR**

Regional Street Address Guide Address - RSAG software contract for address search

**RSAGTN**

Regional Street Address Guide Telephone Number - RSAG software contract for telephone number search

**S**

**SAC**

Service Advocacy Center– Resolves issues in the provisioning process

**SDUM**

Supporting Data User Manual

**SEEM**

Self Effectuating Enforcement Mechanism – A tiered remedy structure in which payments are made either to the CLEC and/or state regulatory agency, depending on the type and level of parity/benchmark miss that occurs

**SGG**

ServiceGate Gateway – A common gateway to receive and send interconnection requests



**SOCS**

Service Order Control System – BellSouth system which routes service order images among BellSouth provisioning systems.

**SOG**

Service Order Generator - Designed to generate a service order for xDSL

**SONGS**

Service Order Negotiation and Generation System – This system supports the Consumer, Small Business and Public COUs by providing data entry screens and prompts to aid negotiation and entry of all order types.

**Syntactically Incorrect Query**

A query that cannot be fulfilled due to insufficient or incorrect input data from the end user. For example, a CLEC would like to query the legacy system for the following address: 1234 Main St. Entering “1234 Main St.” will be considered syntactically correct because valid characters were used in the address field. However, entering “AB34 Main St.” will be considered syntactically incorrect because invalid characters (example: alpha characters were entered in numeric slots) were used in the address field.

**T**

**TAFI**

Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

**TAG**

Telecommunications Access Gateway – TAG was designed to provide an electronic interface or machine-to-machine interface for the bi-directional flow of information between BellSouth’s OSSs and participating CLECs.

**Test Transactions/Records**

Transactions created by BellSouth, or in tests originated by CLECs, where the CLEC has coordinated the test with BellSouth to enable identification of the transactions as part of a test used to test system functionality.

**TN**

Telephone Number

**Total Manual Fallout**

LSRs electronically submitted to BellSouth, which fallout, requiring manual input into a service order generator.

**U V**

**UCL**

Unbundled Copper Loop - A dedicated metallic transmission facility from BellSouth’s Main Distribution Frame (MDF) to a customer’s premises

**UNE**

Unbundled Network Element – Those parts of BellSouth’s network required to be unbundled by the Telecommunications Act of 1996 and the implementing regulatory body

**USOC**

Universal Service Order Code – A set of alpha or numeric characters identifying a particular service or equipment

**W**

**WFA**

Work Force Administration – Electronic document tracking system for trouble reports

**WFM**

Work Force Manager – Mechanizes work performed by LSCs. Manages the workload of all paper/email requests for local service.

**WMC**

Work Management Center – Serves as a single point of contact (SPOC) for all requests for dispatch to the Field Work Group (Central Office or outside technicians)

**WTN**

Working Telephone Number

**X Y Z**

**XML**

eXtensible Markup Language – An international standards-based data formatting option designed for information exchange on network systems

**XML Gateway**

eXtensible Markup Language Gateway – A machine-to-machine electronic interface designed to provide bi-directional flow of information between AT&T's OSS and CLEC's OSS for pre-ordering and ordering functionality.

## Appendix C: OSS Interface Tables

### OSS-1 [ARI]: OSS Response Interval (Pre-Ordering/Ordering/Maintenance & Repair)

**Table 1: Legacy System Access Times For RNS**

System	Contract	Data	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSACCTS	CSR	X	X
OASIS	OASISBIG	Feature/Service	X	X

**Table 2: Legacy System Access Times For R0S**

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSOCSR	CSR	X	X
OASIS	OASISBIG	Feature/Service	X	X

**Table 3: Legacy System Access Times For LENS/LEX/Enhanced Verigate (Pre-Order only)**

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSECSRL	CSR	X	X
COFFI	COFFI/USOC	Feature/Service	X	X
P/SIMS	PSIMS/ORB	Feature/Service	X	X

**Table 4: Legacy System Access Times For TAG/XML/XML Gateway**

System	Contract	Data	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	X	X
RSAG	RSAG-ADDR	Address	X	X
ATLAS	ATLAS-TN	TN	X	X
ATLAS	ATLAS-MLH	TN	X	X
ATLAS	ATLAS-DID	TN	X	X
DSAP	DSAP-DDI	Schedule	X	X
CRIS	CRSECSRL	CSR	X	X
P/SIMS	PSIM/ORB	Feature/Service	X	X

Table 5: Legacy System Access Times for M&R (TAFI)

System	BellSouth & CLEC	Count ≤ 10
CRIS	x	x
DLETH	x	x
DLR	x	x
LMOS	x	x
LMOSupd	x	x
LNP Gateway	x	x
MARCH	x	x
OSPCM	x	x
Predictor	x	x
SOCS	x	x
NIW	x	x

## OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

OSS Interface Availability Application	Applicable to	% Availability
EDI .....	CLEC .....	x
LENS .....	CLEC .....	x
LEX .....	CLEC .....	x
LASR .....	CLEC .....	x
WFM .....	CLEC .....	x
OBF .....	CLEC .....	x
Enhanced Verigate .....	CLEC .....	x
LESOG .....	CLEC .....	x
TAG/XML .....	CLEC .....	x
XML Gateway .....	CLEC .....	x
LNP Gateway .....	CLEC .....	x
COG .....	CLEC .....	x
SGG .....	CLEC .....	x
DOE .....	CLEC/BellSouth .....	x
SONGS .....	CLEC/BellSouth .....	x
ATLAS/COFFI .....	CLEC/BellSouth .....	x
BOCRIS/CRIS .....	CLEC/BellSouth .....	x
DSAP .....	CLEC/BellSouth .....	x
RSAG .....	CLEC/BellSouth .....	x
SOCS .....	CLEC/BellSouth .....	x
LFACS .....	CLEC/BellSouth .....	x
RNS .....	BellSouth .....	x
ROS .....	BellSouth .....	x

**OSS Table 2: SQM Interface Availability for Maintenance & Repair**

OSS Interface	% Availability
BellSouth TAFI .....	X
CLEC TAFI .....	X
CLEC ECTAEBTA .....	X
WHLS eRepair .....	X
<b>BellSouth &amp; CLEC</b>	
CRIS .....	X
LMOS HOST .....	X
LNP Gateway .....	X
MARCH .....	X
OSPCM .....	X
PREDICTOR .....	X
SOCS .....	X

STATE OF SOUTH CAROLINA                    )  
  )  
COUNTY OF RICHLAND                    )        CERTIFICATE OF SERVICE

The undersigned, Nyla M. Laney, hereby certifies that she is employed by the Legal Department for BellSouth Telecommunications, Inc. d/b/a AT&T South Carolina ("AT&T") and that she has caused the Service Quality Measurement Plan in Docket No. 2001-209-C to be served upon the following on May 11, 2010:

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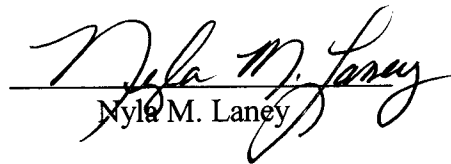
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